

JUL 10 2006

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Kent, et al.

Serial No.: 10/755,491

Filed: January 12, 2004

Confirmation No.: 1981

Group Art Unit: 2643

Examiner: Ramakrishnaiah, Melur

Docket No. 190250-1280

For: INTELLIGENT INTERACTIVE CALL HANDLING

RESPONSE TO FINAL OFFICE ACTION

Mail Stop: RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

In accordance with 37 U.S.C. §1.114, a Request for Continued Examination is filed concurrently with this Response to the final Office Action so that the Office Action mailed April 10, 2006 is effectively made non-final. In response to the final Office Action dated April 10, 2006, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper; and

Remarks/Arguments begin on page 10 of this paper.

AUTHORIZATION TO DEBIT ACCOUNT

It is believed that no extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to deposit account no. 20-0778.